



## Portal Sign up for Lenovo 300e Insurance!

***Maryville City School Students***

**\$4.64 fee covers the school year**

**\$0 deductible**

*MUST HAVE SERIAL NUMBER BEFORE ENTERING THE PORTAL*

*Get theft insurance from Safeware!*

**Go to: [my.safeware.com](https://my.safeware.com) (not [www.safeware.com](https://www.safeware.com))**

**User ID: mcs**

**Password: rebels**

**Portal is open: 8/06/19 to 9/15/19**

**This will be a School policy. The School will receive enrollment list.**

## K12 Portal Enrollment FAQ Sheet

Because of the highly mobile nature of technology programs, with devices being used at both school and at home, many schools across the nation have developed a working relationship with Safeware. We have arranged a safe, secure, and easy method for purchasing Safeware coverage on your son or daughter's computing device.

Simply go to ***my.safeware.com*** using Google Chrome or Mozilla Firefox as your browser. Then, once you've entered all the requested information, including your credit card information, you will be asked to hit "Submit" one time. If you hit this button more than once your credit card will be charged more than once.

### Common Questions You May Have During Your Enrollment

- **How do I get a policy for my child?**  
*You are enrolling in group coverage, not individual coverage. You will need to contact your school for instructions. Since these portals are for school group policies and each program is different we aren't the best source of information on how to get coverage.*
- **What website do I go to for insurance for my child?**  
*The website for K12 student enrollment is ***my.safeware.com***. Check the enrollment form you received from your school for specific login information. You can also ask your school for this information.*
- **I lost the paper that says how to log in. How do I enroll?**  
*If you have lost this form your school should have more on hand.*
- **I misspelled my child's name/I put the wrong serial number in. How do I fix this?**  
*If you have enrolled with an incorrect serial number or a student name simply email us the school name, school district name, resident state and amount of premium requested on the portal as well as corrected student name/serial number to [service1@safeware.com](mailto:service1@safeware.com). The same rule applies if you didn't enter a name or serial number at all. We will correct these issues on our end and make your school aware.*
- **I have more than one child in the same school technology program? Do I only enroll once?**  
*If you have more than one child to enroll you will have to do so one at a time and you will be charged for each enrollment. You will also receive an email confirmation for each enrollment.*
- **I got more than one enrollment confirmation email for the same child. Can I get a refund?**  
*If you receive more than one email confirmation or if you have duplicate enrollments please send us an email with the school name, school district name, resident state and amount of premium requested on the portal as well as student name and serial number to [service1@safeware.com](mailto:service1@safeware.com). We will contact you as soon as we can to inform you of your refund(s) and make your school aware of the duplicate(s).*
- **I can't log in. Is the username or password wrong or is the site broken?**  
*If you can't log into your school's enrollment portal please inform your school so they can work with us on a solution. Your school will then let you know when you're able to log in.*
- **I missed the window to enroll my child. Can't I still enroll him/her?**  
*If you missed the enrollment window please contact your school for further assistance.*